

AMENDMENTS TO THE SPECIFICATION:

Please replace paragraph [0039] with the following amended paragraph:

[0039] The present invention is directed to a system and method for providing customer care with an integrated customer centric tool. In the preferred embodiment of the present invention, the tool is provided in a client-server environment and utilizes an integrated development environment referred to as frameworks, which comprises repositories and XML based definitions. Frameworks is the subject of a separate application for letters patent serial [[nos.]] number 10/722,630, which is hereby incorporated by reference in its entirety. In brief, frameworks provides a set of macro-functions, data and user interface repositories that can be utilized in the development of various applications. The use of frameworks enables consistent presentation, operations and data handling across applications. Even further, frameworks provides an efficient and consistent means for navigation within applications. The present invention incorporates many features and tools that are based upon frameworks however, a detailed discussion on frameworks is beyond the scope of the present discussion.